COVID-19 Community Team Outreach Tool

Building Data Reports - #2

Key Metrics - Implementation of CT Steps

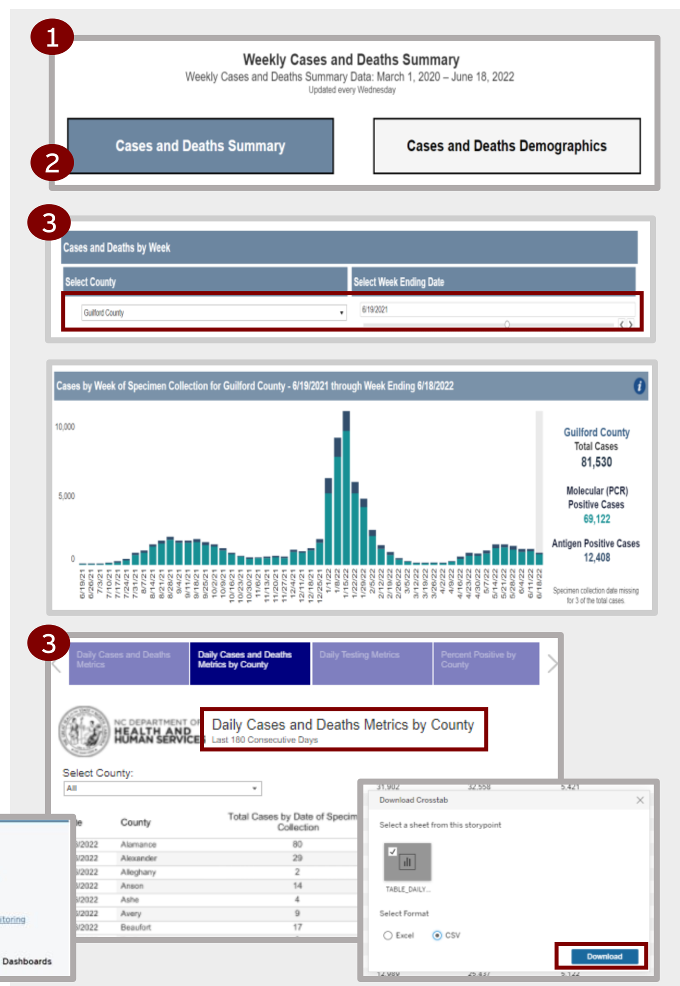
CCTC Data Managers are publishing a series of LHD-specific reports that assemble data visualizations supported by the State's public NCDHHS COVID-19 dashboard, the private DHHS CI/CT SharePoint dashboard, and the CCTO dashboard. The second report in this series will focus on **key metrics related to implementation of contact tracing steps,** from the time an NC COVID case record is created until contact identification.

Access Requirements to Generate These Data Visualizations

- **Public Dashboard**: The [Public NC COVID-19 dashboard](#) can be accessed by anyone.
- **DHHS CI/CT SharePoint Dashboard:** You can request access using this [form](#), which will require you to enter an email associated with a Microsoft Office 365 or Microsoft Live account. If you do not have one, see [page 6](#) for next steps. **When access has been granted**, you can log into the dashboard [per the job aid](#) by **using the email you submitted for access and the password associated with that email.**
- **CCTO Dashboard:** All individuals with access to CCTO have access to the CCTO Dashboards. For assistance accessing CCTO, view this [job aid](#). For assistance using dashboards, see [here](#).
- *If you are having issues with access for any of the dashboards, please utilize the CT [ServiceNow portal](#) and select "Report a Technology Issue."*

Number of New Cases – *Public DHHS Dashboard*

1. To create the first visualization in your report, you will use the [Public DHHS Dashboard](#). This graph will allow you to view the number of cases over time. For this report, we will collect data from the **Cases and Deaths Summary** graph.
2. You can then select a statewide or county view. **If** you would like to view data for cases and deaths within a certain timeframe, you can select a county and a start date, and your graph will adjust accordingly.
3. Upon clicking the "Data Behind the Dashboard" link (which can be found in the set of links in the upper right of the page), you can also view raw data by county by selecting the **County** - **Daily Cases and Deaths Metrics** tab. Then, you can download your report by selecting the download button at the bottom of the screen and selecting **Crosstab**, and **CSV** as the format.



COVID-19 Community Team Outreach Tool

Building Data Reports - #2

Case Interview Rates – *CI/CT Dashboard* –

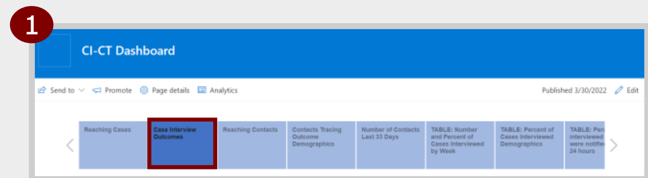
1. For the next visualization in this report, you will use the CI/CT Dashboard. The CI/CT dashboard provides a snapshot of data found in NC COVID and CCTO. As mentioned, you will need to request access in order to view this dashboard. Access assistance can be found on page 6 or in the job aid.
2. First, begin on the **Reaching Cases** tab. You can then select the county for which you'd like to view data (or keep it at "all" if you'd like to access statewide data) and then adjust the start and end dates for the data you'd like to capture. In this report, we have selected **Guilford County** and compared it to the **Statewide** metrics for the most recent year of data (June 2021 – June 2022).
3. The blue line on the **first** chart shows the percent of COVID-19 cases that were interviewed over the period that you have selected. Hovering over each bar will also allow you to view the number of cases. (The orange line shows the percent of cases notified by email or text message.)
4. If you'd like, you can also view raw data by county by selecting the **download** button at the bottom of the screen. Then, you can download your report by selecting **Crosstab**, clicking on the chart you'd like to save (scroll to the far right to find and choose the chart used in the report), and choosing **CSV** as the format. *All charts labeled DND can be ignored.*

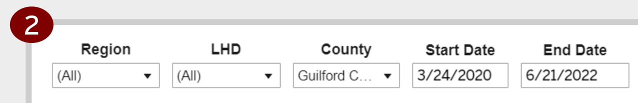
COVID-19 Community Team Outreach Tool

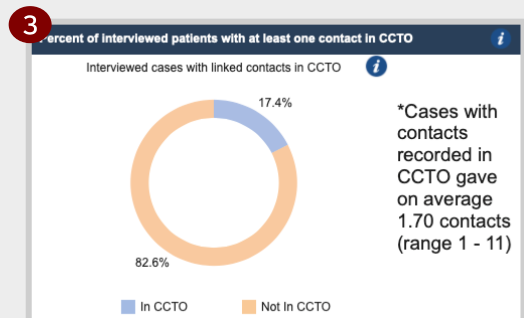
Building Data Reports - #2

Contacts Identified via Case Interview– *CI/CT Dashboard*

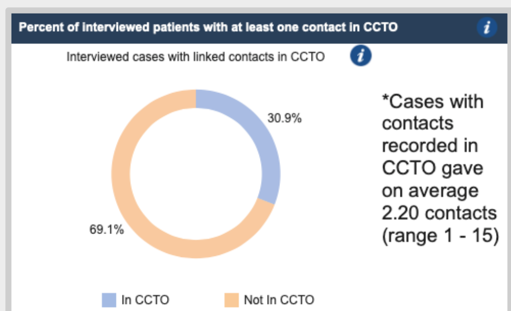
1. For the next visualization in this report, you will continue to use the [CI/CT Dashboard](). This time, you will use this dashboard to view data regarding the identification of close contacts via case interviews.
2. Begin by navigating to the **Case Interview Outcomes** tab. You can then select the county for which you'd like to view data (or keep it at "all" if you'd like to access statewide data) and then adjust the start and end dates for the data you'd like to capture.
3. The first chart on this page allows you to view the percent of interviewed cases who were notified within 24 hours. The second chart provides a measure of the average time to interview a case. At the bottom, the charts display the percent of cases and patients interviewed that provided contacts. In report #2, we are focusing our attention on the chart at the bottom right. As mentioned before, the data can be filtered by county or viewed as statewide, as well as filtered by a specific time-frame. In this report, we filtered for **Guilford** county.
4. You can download the raw data by selecting the **download** button at the bottom of the screen. Then, you can download your report by selecting **Crosstab**, clicking on the chart you'd like to save (scroll to the far right to find and choose the chart used in the report), and choosing **CSV** as the format. *All charts labeled DND can be ignored.*



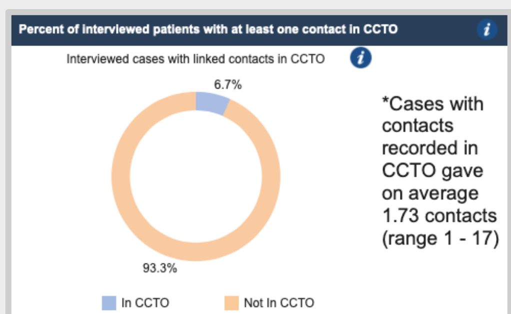




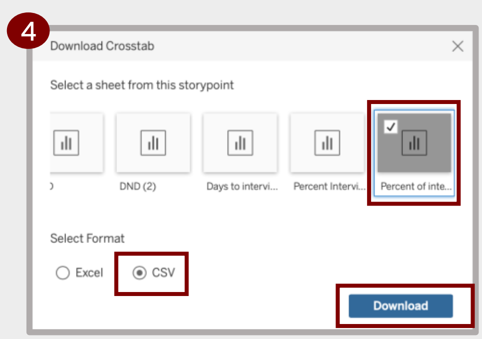
Guilford County 3/24/2022 to 6/20/2022



Guilford County 9/23/2021 to 12/22/2021



Statewide 3/24/2022 to 6/20/2022



More information on accessing and navigating the CI-CT dashboard can be found in [this]() job aid.

COVID-19 Community Team Outreach Tool

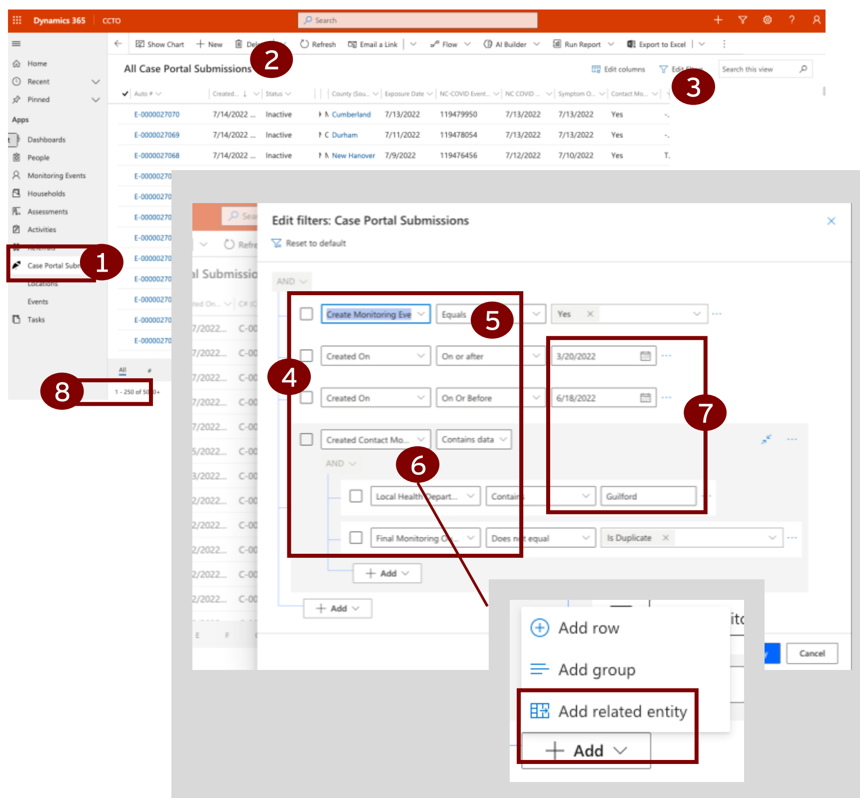
Building Data Reports - #2

Contacts Identified via Case Portal Submissions

CCTC Data Managers obtained the number of contacts submitted by case patients via the online case portal by using a custom CCTO view of Case Portal Submission records. The count does not include records with Final Monitoring Outcomes of “Is Duplicate.”

You can build your own custom CCTO view to produce this count by starting with one of the standard Case Portal Submission views, such as All Case Portal Submissions, and then modifying the filter views. Use [this link](#) to assist with recreating this custom view. For questions or further assistance, please contact the CCTC Data Manager team by submitting a “Report a Technology Issue” ticket to the CCTO Help Desk; you can even ask the Data Manager team to build the CCTO view for you.

1. Navigate to the Case Portal Submissions page using the menu on the left-hand side
2. Apply the All Case Portal Submissions view
3. Click on the Edit Filters funnel in the upper right to begin editing the current view
4. Add and delete filters to match the filters used by the Data Managers
5. Note that the full name of the date field in the first filter is “Contact Monitoring Event Created?”
6. Note also that adding the “Created Contact Monitoring Event” filter group requires that you add the filter using the Add Related Entity option, rather than the Add Row option
7. Modify the dates in the two Created On filters and modify the Local Health Department filter to suit your needs
8. After Applying the new filters, observe the count of contacts submitted by case-patients at the bottom left of the CCTO view

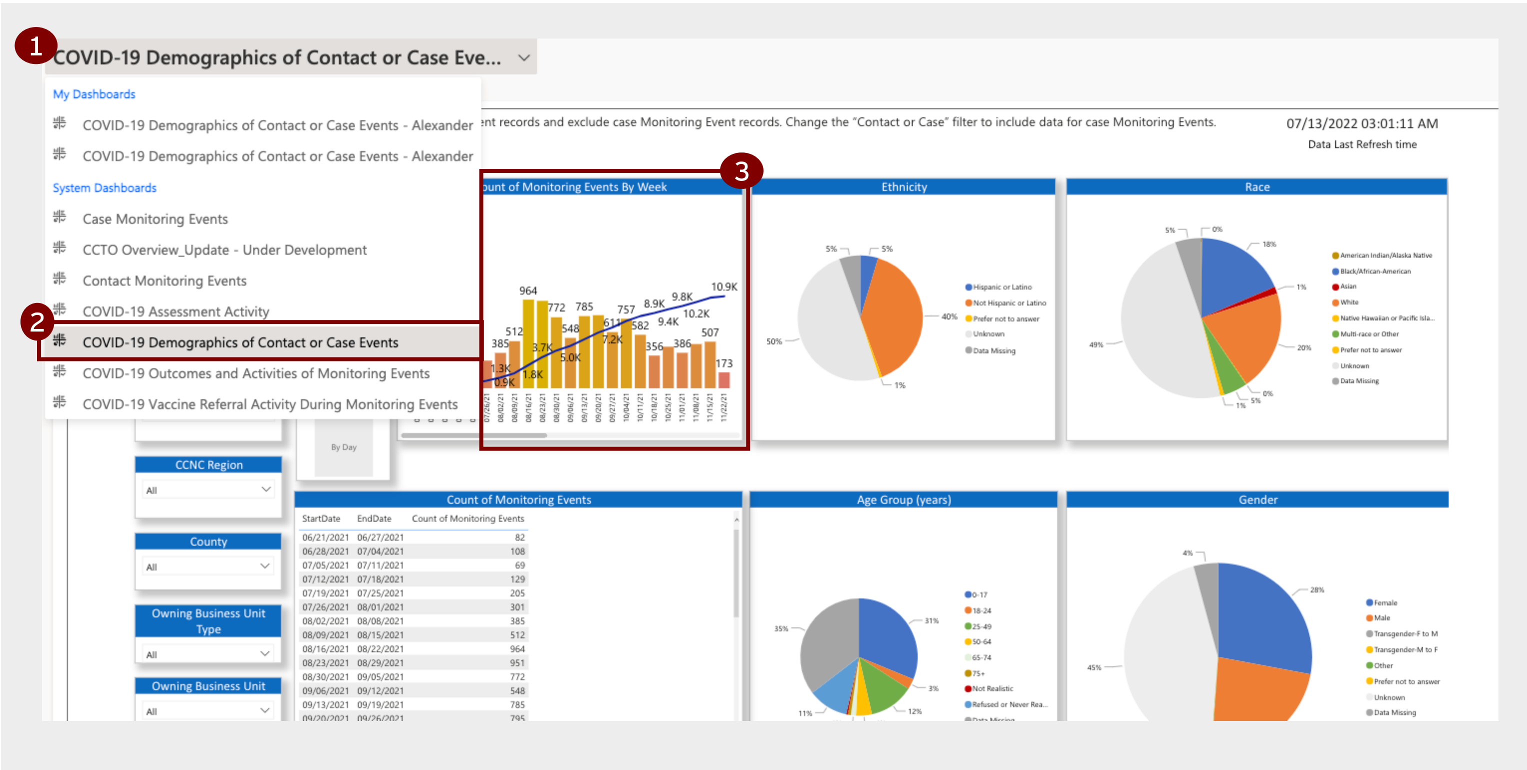


The Excel-generated charts on this report page incorporate the count of contact events from case portal submissions from the above custom CCTO view. The average number of portal submission contacts per case (seen on the left bar of the pair of bars on each chart) is the count from the CCTO view divided by the number of cases from the [NC DHHS public dashboard](#) during the same timeframe. The average case investigation contacts per case (seen on the right side of the pair) in the number of contact events from the [CCTO’s COVID-19 Demographics of Contact or Case Events dashboard](#) (minus the above portal submission count), again divided by the number of cases from the [public dashboard](#) during the same timeframe.

COVID-19 Community Team Outreach Tool

Building Data Reports - #2

Number of Identified Close Contacts – *CCTO Dashboard* –



1. For the final visualization in this report, you will now use the **CCTO Dashboard**. You will use this dashboard to view CCTO's count of contact events, by week. As a reminder, this dashboard can be accessed per the job aid by anyone with access to CCTO. Access assistance can be found on page 6.
2. Begin by selecting **COVID-19 Demographics of Contacts or Case Events** in the Dashboards. This dashboard displays the number of contact or case events and the breakdown of demographic information for these events. As with the other visualizations, you can then select the county for which you'd like to view data (or keep it at "all" if you'd like to access statewide data) and then adjust the start and end dates for the data you'd like to capture. These adjustments can be found in blue on the left of the screen. By default, the charts show contact events only (excluding any known duplicate records), not case events, but you can adjust this by changing the Contact or Case filter setting. In report #2, we are focusing on contact events only.
3. Report #2 features the **Count of Monitoring Events by Week** chart. With filter settings as described, this chart provides data for how many contact event records were created each week. You can right-click on this chart to view a larger image, which also shows the filter settings. The results shown in this chart reflect the combined effects of contact tracing steps and measures presented earlier in the report. CCTO automatically sends contacts a notification of exposure by text or email if an email address or phone number is available.

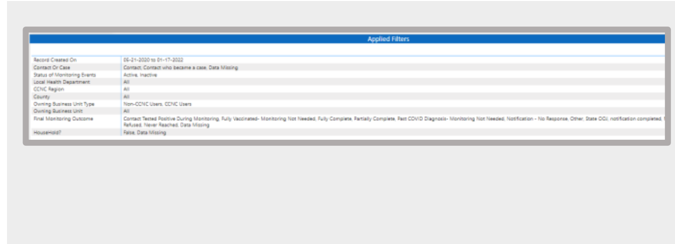
For more information on the CCTO Dashboard, review this job aid.
If you have issues accessing the CCTO Dashboards, please utilize the *ServiceNow portal*.

COVID-19 Community Team Outreach Tool

Building Data Reports - #2

Close Contact Identification – *CCTO Dashboard* –

4. The full list of currently selected filters will be listed in the Applied Filters section at the bottom of the dashboards screen. Removing or adding any filters to the dashboard in-progress will automatically update the list in this section.



Applied Filters	
Record Created On	05-21-2020 to 01-17-2022
Contact Or Case	Contact, Contact who became a case, Data Missing
Status of Monitoring Events	Active, Inactive
Local Health Department	All
CCNC Region	All
County	All
Owning Business Unit Type	Non-CCNC Users, CCNC Users
Owning Business Unit	All
Final Monitoring Outcome	Contact Tested Positive During Monitoring, Fully Vaccinated- Monitoring Not Needed, Fully Complete, Partially Complete, Past COVID Diagnosis- Monitoring Not Needed, Notification - No Response, Other, State DOJ, notification completed, Refused, Never Reached, Data Missing
HouseHold?	False, Data Missing

For more information on the CCTO Dashboard, review this job aid.
If you have issues accessing the CCTO Dashboards, please utilize the *ServiceNow portal* .

CI/CT SharePoint Dashboard Access Support

All individuals who would like access to the NC CI/CT dashboard should request access using this form. You must have a Microsoft 365 or Microsoft Live email address to access the NC CI/CT dashboard.

If you do not have a Microsoft 365 or Microsoft live email address:

1. Navigate to https://www.live.com.
2. Click on **Create Free Account** and register for an outlook.com email domain and create a password.
3. Once this is done, you can then request access to the NC CI/CT dashboard using your new email address.
4. Once you receive the invite to access the dashboard, log in using your new account and its password and click the link to accept the invitation.

See job aid for details. *If you experience any issues accessing the SharePoint site, please utilize the CT ServiceNow portal and select "Report a Technology Issue."*